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Squatting Law

The rules about squatting changed on 1st September 2012. Squatting is when you move in or stay somewhere without the owner's permission.

Up to now, if someone was squatting, for example, in an empty house or a flat, and the owner wanted to get them out, they generally had to use the civil law and go to court to get permission to evict the squatters. This would have been at the owner's expense.

However, squatting in residential properties is a new criminal offence. This means that the owner doesn't have to go to court to try and evict a squatter - they can just call the police. The police have the right to arrest squatters. It doesn't matter whether someone has been squatting for a long time in the same place or has only just moved in. A squatter can be arrested for squatting in all types of residential buildings, such as houses or flats, but also places like caravans and mobile homes.

If someone is found guilty of squatting, they could be sent to prison for up to six months or have to pay a fine of up to £5,000, or both.

It's not squatting if you had a tenancy which has come to an end but you haven't yet moved out, or if you've fallen behind with your rent. In these kind of situations, your landlord will still need to go to court if they want to evict you or get their money back.

Advice about renting in the private sector

One of the main advantages of renting privately is that you can choose where you would like to live and the type of property you would like to live in. You can choose between furnished and unfurnished accommodation. Renting also means that it's easier to move to other areas.

How do I find somewhere to live?

- There are a number of private letting agents operating across London who will be able to help you with finding somewhere to live. For a list of some lettings agents in Redbridge see pages 15 – 18.

You can also find information about private properties to rent through;

- adverts in shop windows and supermarkets,
- Loot
- local papers
- If you have access to the internet there are some good websites showing rooms and properties available for rent. (See page 12). If you do not have access to the internet you can also use the free internet service which is offered in most libraries. A good starting point is to use a search engine type into the search box the basic details of what you are looking for, for example, type 'properties to rent in Redbridge (or the area you would like to live in).

How can I pay the rent?

If you are receiving benefits, or are working and on a low income, you may be entitled to help with paying the rent: This is called housing benefit which is paid as a Local Housing Allowance (LHA) to assist you in paying your rent.

Local housing allowance is not based on the property you live in, but is usually based on;

- where you live,
- who you live with,
- the amount of savings you have and income you receive.
- The amount you are entitled to may also be affected by other things, such as how much the rent is and whether anyone else living with you is expected to contribute to your rent.

Why was Local Housing Allowance brought in?

LHA has been introduced nationwide. It gives tenants more choice in where they live and it's fairer too. This is because with LHA:

- you are entitled to the same amount of benefit as people in the same circumstances as you
- you can find out how much benefit you can get before you rent a property
- you can decide how much of your benefit you want to spend on renting a property
- you can usually get your benefit paid to you. It is up to you to pay the rent to your landlord
- you can find out about your benefit more quickly than before.

How do I get my benefit if Local Housing Allowance applies to me?

Usually you will have your benefit paid directly to you. It will be paid directly into your bank or building society account, if you have one, or by cheque.

If you do not already have a bank or building society account, you may want to set one up. That way you can arrange to pay the rent to your landlord automatically, using a standing order.

You can get advice about opening and running a bank account from any bank or building society. You can also get advice from a welfare organisation such as Citizens Advice – your local CAB's are listed further in this booklet.

It is up to you to pay the rent to your landlord. If you don't pay your rent, you may be taken to court and evicted from the property.

Can I have my benefit paid direct to my landlord?

Your benefit will be paid to you unless you are likely to have difficulty paying your rent, or it must be paid to your landlord.

If you are worried about managing your money, ask your Offender Manager for help. In some cases they can make a request to Housing Benefit so your rent is paid direct to your landlord.

What will happen if I use my benefit for something else?

Your benefit is there to help to pay your rent with. If you do not use your benefit to pay your rent, your landlord may take you to court or try to evict you and you may lose your home.

Changes of circumstance

If you are getting Housing Benefit and you move to a new address, get a job or any other circumstances change, you should tell the Housing Benefit Office straightaway. You may need to make a new claim for housing benefit.

What happens if I return to custody?

As with any change of circumstances, ensure you inform the Housing Benefit department where you are claiming.

If you rent your home, it may be possible to get housing benefit to help pay the rent if you are in prison, but only for a limited amount of time. You are treated as though you are away from home on a temporary basis and intend to return to your home. The length of time you can get benefit for depends on how long you are likely to be away from home. If you claim housing benefit, you have to tell your local council's housing benefit department each time there is a change in your circumstances.

You will need to tell the housing benefit department as soon as you are: remanded in custody, sentenced and then released.

The prison service provides a standard form for each of these circumstances for people who were claiming housing benefit before they were sent to prison and these can also be obtained from the Department for Work and Pensions website.

If you are a prisoner on remand

If you are in custody waiting for a trial or sentencing, or you have to stay away from home (for example, in a bail or probation hostel) as a condition of bail, you may get housing benefit for up to 52 weeks. To qualify, you must intend to return home and be unlikely to be away for longer than 52 weeks (or slightly longer in exceptional cases).

You will not be entitled to housing benefit to pay for the costs of a bail or probation hostel. If you are renting out your property, you will not be entitled to housing benefit.

If you were claiming housing benefit before you were remanded to prison, you must let the housing benefit department know you are in prison. Make sure your prison completes the notification of remand in custody form for prisoners on remand, and that you send it to your local council's housing benefit department within 14 days.

If you were not claiming housing benefit before you were remanded, for example because you were working and earning too much to qualify, you may become entitled once you are in prison. Write to your council asking for a claim form, ask for one from a prison housing adviser or download one from the DWP website. Your housing benefit will stop when you are sentenced, unless the total time you are away from home (on remand and sentenced) is 13 weeks or less.

If you are on home detention curfew (HDC)

If you are on home detention curfew (HDC), you are treated as having been released from prison and can claim housing benefit in the usual way for the period you are at home.

If you are sentenced to prison

You can receive housing benefit for up to 13 weeks if you are sentenced to prison, so long as the total time you will spend in prison is likely to be 13 weeks or less, including any time you spent on remand. This means:

- a) if you have already spent 13 weeks or more on remand, you will get no further housing benefit when you are sentenced
- b) if you have spent less than 13 weeks on remand, you will only get housing benefit if you are released within 13 weeks starting from your remand date.

How long will you spend in prison?

In practice, you may be released before your sentence is up – many prisoners do not serve the full length of their sentence (and time spent on remand counts towards your sentence). The Prison Service should be able to tell you what your earliest release date is expected to be.

If your sentence is for 26 weeks or less, you may serve 13 weeks or less in prison because you are likely to serve only half your sentence in prison.

If your sentence is for up to 12 months in prison, and you qualify for home detention curfew (HDC), you may be released within 13 weeks, although you will spend some of your sentence on curfew at home monitored by an electronic tag. Make sure you claim housing benefit even if you don't yet know if you will get HDC.

Note that if your sentence is for six months, you may find that you will not always be released within 13 weeks, depending on what date you are sentenced.

If you are claiming housing benefit, the prison service should use a change of status or custodial sentence form to tell the council that you have been sentenced. It is also your responsibility to tell them about your changes in circumstances.

If you are on temporary release

After you have been sentenced, if you are allowed home on temporary release, you are treated as if you are still in prison and away from home. The time spent at home counts towards the 13 week limit following sentence.

If you have been released

You can claim housing benefit and other benefits as soon as you are acquitted or released.

If you have been paid housing benefit while you were in prison, you will need to tell the housing benefit department you have been released.

You can make a new claim for housing benefit along with your claim for other benefits – immediately – it can be difficult to get payments backdated. Make sure you keep hold of your prison discharge form as this can help prove your identity.

Other Advice and help with your finances

The Turn2us Helpline – www.turn2us.org.uk

The Turn2us helpline is a free, confidential, secure and independent service that helps people in financial need access the money available to them. If you are an individual who needs help with using our services, call us on 0808 802 2000 and speak to one of our helpline advisers, who can:

- Help you check your eligibility for welfare benefits and access the forms you need
- Assist you with grants searches to find possible grant-giving charities that may be able to support you, based on your personal circumstances and background
- Support you with a grant enquiry and making an application
- Put you in touch with other services that may be able to help you.

The Money Advice Service – www.moneyadviceservice.org.uk – tel 0300 500 5000

Open Monday - Friday 8am – 8pm : Saturday 9 – 1pm : Sunday & public holidays closed.

The CCC

The Consumer Credit Counselling Service (CCCS) is a registered charity that provides free and anonymous advice over the phone and online to over 350,000 people per year. They provide fee-free debt management plans and other debt solutions.

Phone the CCCS Helpline for free on Tel 0800 138 1111 (Monday–Friday, 8am–8pm; Saturday 9am–3pm)

National Debtline

National Debtline provides a free, confidential and independent helpline for people with debt problems in England, Wales and Scotland. They give expert advice over the telephone and via email and will send you a free self-help information pack.

Phone National Debtline free on Tel 0808 808 4000 (Monday–Friday, 9am–9pm; Saturday 9.30am–1pm).

Contact Local Housing Benefit Office to find out Local Housing Allowance (LHA) –or look on the internet

LHA is the amount you may expect to get from housing benefit depending on your circumstances

Ring Letting agencies, look in local Newspapers, shop window advertisements, search internet.

Book appoint to view property

View property

Suitable for your needs and landlord accepts Housing Benefit?

No

Continue search

Will Housing Benefit cover the costs?

No

Start search again

Ask Landlord/Agency to write a letter stating all the costs you are liable to pay, rent-in-advance, fees etc (This letter is to be included with your budgeting/crisis loan if needed).

Complete a crisis/ budget loan form for four weeks rent in advance and hand in at: *local Department for Work and Pensions (DSS) Job Centre Plus or call 08000327952*

Will DWP assist you with the budget loan?

No

Make an appeal

Sign the tenancy agreement and pay the rent in advance.

Yes

**Complete the Housing Benefit form and take it, along with the relevant documents to be assessed to:
*The Housing Benefit Office where the property is located***

Other places you could look for properties

- Loot newspaper – which is published on Monday, Wednesday and Friday.
- Loot website – www.loot.com/property
- Other websites - www.gumtree.com/london_houses_to_rent_offered
www.fish4.co.uk/lettings
www.houseladder.co.uk
www.moveflat.com
www.froglet.com
www.intolondon.com
www.findaproperty.co.uk
www.hbaccepted.co.uk
www.primelocation.com
www.easyroommate.com
www.net-lettings.co.uk
www.aroomtolet.co.uk
www.reallymoving.com
www.londonhomelet.com
www.spareroom.co.uk
www.simple2rent.co.uk
www.thepropertycompany.co.uk
www.rent-let.vivastreet.co.uk
www.dsslondon.co.uk
www.flatmateclick.co.uk
www.roombuddies.com
www.roomster.com
www.flatsharedirect.com
www.aroomtolet.co.uk
www.zapmeta.com
www.u-room.com
www.housing-help.co.uk
www.tenantstips.co.uk
www.housingbenefitlandlords.co.uk
www.propertyfinder.com
www.vebra.com
www.hotproperty.co.uk
www.rightmoves.co.uk
www.findaproperty.co.uk

www.homeswapper.co.uk (for swapping properties)

- Homeless in London website: www.homelesslondon.org
- Newsagents windows and supermarkets for advertisements
- Local newspapers
- Estate agents and letting agents in your area of choice

Tips on privately renting in Redbridge (35 and older or with dependant children).

1. Let lots of agents know what you are looking for so you get a really good selection to choose from.
2. Inform the agent of your criteria (location, budget, furnished/unfurnished, occupation date requirement, tenancy period and any other aspects that are important to you).
3. Expect to pay a deposit of at least one months rent, possibly more. Possibly some administration charges.
4. You may be required to provide references.
5. Ensure you read and understand the tenancy agreement. The Citizens Advice Bureau may check this for you. (see following pages for CAB details). Clarify what is NOT included in the rental fee, such as council tax, utility bills, ground maintenance etc.
6. Examine the inventory prepared by the agent and keep a copy.
7. Notify defects in writing as soon as they become apparent (even if you do not want them remedied).
8. Establish what is covered under maintenance (boilers, refrigerators, radiators etc.).
9. Usually, you will not have to deal with the landlord directly. Should you have any problems or queries, direct them to your agent first.
10. Other issues to consider are, parking, neighbours, noise levels, public transport availability etc.

Contact information for shared private accommodation:

For those under the age of 35 years old and have no dependant children.

If you are under the age of 35 and you do not have any dependant children it is likely that you will only be entitled to the 'Shared Accommodation Rate' of Housing Benefit. This is because you are expected to live in shared accommodation or a bedsit.

In order to find shared accommodation you will need to look in News Agents' noticeboards, the local newspaper and on the internet. When looking at an advert you will need to bear in mind who the advert is aimed at and whether or not you would 'fit in'. For example, if a property is advertised as 'great for a city professional' and you are at college, it is likely the property would not be suitable for you.

Refer to the page of useful websites (page 12) that lists numerous sites where you can find private listings. These are a great resource for finding accommodation quickly.











Contact Information for 60 and older

Seaside & Country Homes

www.housingmoves.org





This scheme is open to households living in Council or Housing Association housing in Greater London where at least one member of the household is aged 60 or above. In cases where other members of the households are under 60 years of age they must be either the partner, joint tenant or registered carer of the lead applicant. The scheme is unable to consider applications where there are more than two persons on the application. Further information and application form available on line.

Some Letting Agents in and around the Redbridge Area

1.  Lettings, Ilford Tel: 020 8220 0202
2.  Lettings, Woodford Green Tel: 020 8506 5858
3.  Lettings Ilford Tel: 020 8599 0061
4.  Lettings, Ilford Tel: 020 8532 4150
5.  Lettings Barkingside Tel: 020 8551 2468
Lettings Wanstead Tel: 020 8989 2687
6.  Lettings Hainault Tel: 020 8501 6363
7.  Lettings Ilford Tel: 020 8554 4400
8.  Lettings Gants Hill Tel: 020 8518 2818
9.  Lettings Essex Tel: 020 8181 4444
10.  Lettings Ilford Tel: 020 8550 0500
Lettings Seven Kings Tel: 020 8597 7699
11.  Lettings Gants Hill Tel: 020 8550 2221
12.  Lettings Barkingside Tel: 020 8551 5333
13.  Lettings South Woodford Tel: 020 8536 4480
14.  Lettings Woodford Green Tel: 020 8506 9800

15.  www.clintons.net Lettings, Ilford Tel: 020 8597 7342
16.  DABORACONWAY
YOUR PROPERTY EXPERT Lettings, South Woodford Tel: 020 8530 7200
17.  DWELLING SOLUTIONS
PROPERTY CONSULTANTS Lettings Ilford Tel: 020 8597 9176
18.  elizabeth pryce Lettings Wanstead Tel: 020 8989 3322
19.  ELLIOTT JONES
Properties Lettings Essex Tel: 020 8501 5226
20.  ellis
and co Lettings, Ilford Tel: 020 8478 2000
21.  Forest
Bureau Lettings South Woodford Tel: 020 8530 3012
22.  GROVE HOME
Residential Lettings Ilford Tel: 020 8559 6940
23.  GUARDIANS
RESIDENTIAL ESTATE AND LETTING AGENTS Lettings Barkingside Tel: 020 8551 4002
24.  haart
OF BARKINGSIDE Lettings Barkingside Lettings Tel: 020 8550 3927
Lettings South Woodford Tel: 020 8127 0897
25.  HANSONS
020 8590 1222 Lettings Tel: 020 8590 1222
26.  Holdens Lettings Ilford Tel: 020 8554 9679
27.  hc homechoice
for more than just the usual choices Lettings, Ilford Tel: 020 8599 6605
28.  HOMES & CO Lettings South Woodford Tel: 020 8504 8844
29.  HOMESEARCH
LETTINGS Lettings, London Tel: 020 8550 5300
30.  HUNT
Property Services Ltd Lettings Woodford Green Tel: 020 8502 7667

31.  Lettings, Ilford Tel: 020 8518 1313
32.  Lettings London Tel: 020 8532 2222
33.  Lettings Woodford- Lettings Tel: 020 8530 2323
34.  Lettings London Tel: 020 8989 9811
35.  Lettings Ilford Tel: 020 8598 2214
Lettings Wanstead Tel: 020 8530 9779
36.  Lettings Woodford & London Tel: 020 8506 9109
37.  Lettings South Woodford Tel: 020 3551 6141
38.  Lettings Wanstead Tel: 020 8518 8099
39.  Lettings London Tel: 020 8220 9000
40.  Lettings Ilford Tel: 020 8911 8666
41.  Lettings Ilford Tel: 020 8554 6233
42.  Lettings, Wanstead Tel: 020 8989 2091
43.  Lettings Woodford Green Tel: 020 8559 1510
44.  Lettings Ilford Tel: 020 8550 8788
45.  Lettings Ilford Tel: 020 8550 2136
46.  Lettings Ilford Tel: 020 8518 6868

47.  Lettings Ilford Tel: 020 8553 5885
48.  Lettings Barkingside Tel: 020 8551 9933
49.  Lettings South Woodford Tel: 020 8989 3331
50.  Lettings, Ilford Tel: 020 8518 5411
Lettings Woodford Green Tel: 020 8559 2110
52.  Lettings Ilford Tel: 020 8550 3438
53.  Lettings Ilford Tel: 020 8518 4884
54.  Lettings, South Woodford -Lettings Tel: 020 8989 6868
55.  Lettings Woodford Green Tel: 020 8504 1771
56.  Lettings, Ilford Tel: 020 8550 8808
57.  Lettings Woodford Green Tel: 020 8559 7040
58.  Lettings London Tel: 020 3142 6587
59.  Lettings, Ilford Tel: 020 8478 4786
60.  Lettings, Ilford Tel: 020 8518 2000
61.  Lettings Woodford Green Tel: 020 8505 5222
62.  Lettings South Woodford Tel: 020 8989 8998
63.  Lettings Newbury Park Tel: 020 8554 5544
64.  Lettings Newbury Park Tel: 020 8554 0123



The Citizens Advice Bureau Service offers free, independent and confidential advice. It started out in 1939 as an emergency service, and has since evolved into a professional national agency. The CAB gives advice and helps solve problems, including debt and consumer issues, benefits, housing, legal matters, employment, and immigration. Advisers can help fill out forms, write letters, negotiate with creditors and represent clients at court or tribunal.

Redbridge Citizens Advice Bureau

Broadway Chambers,1 Cranbrook Road,ILFORD,Essex,IG1 4DU

Web site: www.citizensadvice.org.uk/redbridgecab

Notes

*TUESDAY APPOINTMENTS are only given after a client has seen an assessor during a drop-in session (see opening times), as it may be necessary to investigate the matter further.

DEBT ADVICE appointments given only when criteria has been established by a general adviser during drop-in sessions.

Redbridge Citizens Advice Bureau is a registered charity, funded by the London Borough of Redbridge to provide advice and information to the residents and workers (proof of employment required) of Redbridge. We operate a Gateway service, where clients enquiries will be briefly assessed and referred as appropriate. We rely on volunteers to provide our services, therefore on occasion, services may be reduced if attendance is low, but this is avoided whenever possible

Advice times/sessions

Many bureaux now have a short introductory interview to help decide how you can be best advised. You may then be asked to make an appointment. If the bureau is open only for appointments or specialist advice this will be indicated in the notes.

Mon:	09.30 - 12.00	drop-in service
Tue:		CLOSED for Appointments (*see 'Notes' above)
Wed:		CLOSED
Thu:	09.30 - 12.00	drop-in service
Fri:	09.30 - 12.00	drop-in service
Sat:Sun		CLOSED

Telephone advice times

Unless indicated otherwise an adviser should be available by phone though this may be for an introductory interview only to help decide how you can best be advised.

Tue:	10.00 - 12.00	0208 514 9540
Fri:	10.00 - 12.00	0208 514 9540

South Woodford Citizens Advice Bureau

112 High Road,South Woodford,LONDON,E18 2QS

South Woodford Bureau is an extension of Redbridge Citizens Advice Bureau
We are located next to South Woodford Library.

Tue:	10.00 - 12.00	Drop-in Service
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Other agencies that give advice and support

If you have not already done so you should contact Redbridge Housing Office to see if they have a responsibility to provide you with housing or any other support. The Housing Customer Service Centres should also be able to give you information on your housing rights and advice on how to best deal with your situation as below.

For more detailed information, visit www.redbridge.gov.uk

Redbridge Housing Advice Centre - 17-23 Clements Road, Ilford, Essex, IG1 1AG provides a variety of housing options to individuals experiencing housing problems, for example:

- Difficulties with rent and mortgage payments
- Overcrowding
- Threat of violence
- If you have been asked to leave your home.

For homelessness advice and housing support, please call or visit the Housing Advice Centre, where you will be greeted by a dedicated team of housing advice and options officers, who will do their best to solve your housing problem there and then. If they are unable to assist they will advise you further, or depending on the nature of your query may offer you an appointment to see a housing options officer.

If you are homeless, or threatened with homelessness with 28 days, please check the Redbridge website and ensure you have all the relevant documents with you at the interview. Failure to do so may result in you having to come back, and a delay in your application.

What happens at the appointment

You will be interviewed by an options officer who will establish whether you are homeless or not. It is important that you attend the appointment in order to maximise a successful outcome and resolve your housing problem. When attending the interview, it is vital to bring along all the relevant documents with you as advised by the officer booking the appointment.

What happens after the appointment

The officer may need to carry out further checks, contact your landlord or family to try and help you remain in your current accommodation, and avoid you becoming homeless. Once the officer has carried out all the necessary checks we will write to you to advise you of our decision.

Depending on your individual circumstances, we will assist to find alternative accommodation via the following schemes:

- Bond Scheme
- Mortgage Rescue (subject to change)
- Sanctuary Scheme for those in fear of violence
- Referrals to relevant outreach support

Some of the assistance we are able to provide will be dependent on the following:

Your eligibility for assistance

The eligibility depends on your immigration status. The law reference to eligibility for housing assistance can be complex. In general terms, all British Citizens and those with indefinite leave to remain in UK are eligible, however, still subject to habitual residence test.

With all other Citizens including European Union members, the eligibility depends on various issues such as employment, economic activity, restrictions issued by the Home Office and marital status. For these reasons, the Housing Options Officer will need to ask you variety of questions in order to establish your eligibility.

If you are in priority need as determined by the Housing Legislation just like eligibility, 'priority need' can be complex to establish. If you have children permanently residing with you or if your or a member of your immediate household is pregnant, you and your household are likely to be priority need.

If you are homeless on the day, and also eligible and in priority need, you can be provided with emergency accommodation.

If you don't have children residing with you, we will ask questions to establish if you are vulnerable for any other reason such as old age, mental illness, a physical disability, due to fleeing violence etc. Again, the housing options officer will ask you a variety of questions to establish if you are considered to be in priority need.

If you have lost your home either temporarily or permanently as a result of an emergency such as flood, fire or other disaster, you will be priority need.

If there are concerns that your behaviour, action or inaction has contributed to the loss or threat of losing your home. This could include issues such as non-payment of rent or anti social behaviour. Again, we will consider all your circumstances, and legislation gives guidance as to when action may have been deliberate and also any mitigating circumstances that need to be taken into consideration.

In addition, we will also discuss your housing history to establish your last settled accommodation and to ensure that the correct local authority provides any further help.

Best way to contact us

Please call the main numbers between 9 am to 4.45 pm, Monday to Friday except public holidays when we are closed. Our numbers are 020 8708 4002 and 020 8708 4003.

Walk-in centre opening hours

Day	Time open	Time closed
Monday	9.00 am	4.00 pm
Tuesday	9.00 am	4.00 pm
Wednesday	1.00 pm	4.00 pm
Thursday	9.00 am	4.00 pm
Friday	9.00 am	4.00 pm
Saturday	Closed	Closed
Sunday	Closed	Closed

Address

Housing Advice Centre - 17-23 Clements Road, Ilford, Essex, IG1 1AG

Phone number 020 8708 4002 / 020 8708 4003

There are several other advice services around London that can provide advice and support to homeless people. It is always best to get advice and support from a local service but if you are not able to get any advice locally you might find it useful to contact Shelter's Free Housing Advice Helpline on 0808 800 4444. This is a national helpline that can explain your housing rights and give advice on homelessness and any housing problem. Providing homeless people/rough sleepers and those with support needs with advice/information and shelter during the days.

Deptford Churches Centre

Speedwell Street, Deptford, SE8 4AT. Telephone 020 8692 6548

For adults who are vulnerable through homelessness, mental ill health, loneliness, severe poverty. 2 Low cost meals a day, free tea, coffee shop, soup all day, clothing store, shower, laundry facilities, GP, Housing advice, I.T Classes. Serves Deptford, Lewisham & surrounding areas.

Open Monday to Friday 9am – 3.30pm. Buses 47, 53, 177, 188, 199. Deptford Train station, Newcross tube/train station, Deptford DLR.

Crisis Smartmove – 0870 011 3335 OR 020 7713 7655.

Advice on schemes in your area (London) – providing possible help for those living in London who can not afford the deposit for private rented accommodation – have to be over 25 years old.

Open Door Meal

Name of Project Open Door Meal

Region London

Description The Open Door Meal takes place 7-9pm every other Thursday & provides a hot meal, clothing and toiletries to more than 100 homeless and vulnerably housed people. It is run almost entirely by volunteers from St James the Less and other London churches.

Client Age Group All ages

Opening Hours 7:00pm to 9:00pm alternate Thursdays

Address St James the Less Church
Thorndike Street (off Moreton Street)
Pimlico, Westminster, London, SW1V 2PS

Telephone 020 7630 6282

Website <http://ccgi.stjamestheless.plus.com>

Women at the Well – is a charity in Kings Cross for vulnerable women.

<http://www.watw.org.uk>

Women at the well is a day centre in Kings Cross for vulnerable women who have problems relating to prostitution, homelessness, drugs, alcohol, mental health. offending etc

Women at the Well give help with basic needs, support and advocacy, life skills, health and wellbeing.

Opening Times – Monday – Friday 12 noon – 4pm

WIRE (Women's Information and Resettlement for Ex-offenders)

This service meets women on release from prison and provides practical resettlement support, particularly around housing, finances and engaging with other services, such as those helping with substance misuse and mental health issues. Women who leave prison are often vulnerable to negative pressures from ex-partners so caseworkers on the team are specially trained in dealing with these issues, particularly those involving domestic abuse. This small, highly skilled team are all trained, reformed ex-offenders themselves with direct experience of the criminal justice system.

SOS Project

This award-winning London-wide project offers intensive support to persistent and prolific young offenders to help them break free from crime - particularly gang-related crime. It works with young people both in prison and in the community, offering a tailored package of support for each individual to help them identify and realise alternative aspirations and goals away from a life of crime. It also works with young people at risk of getting involved in the criminal justice system.

Peer Advice Project

The Peer Advice Project aims to meet the large demand for advice services amongst the prison population by using an under-used resource - serving prisoners themselves. The Peer Advice Project was initially set up to address the high levels of homelessness amongst the prison population by training serving prisoners to act as housing advisors. However, in some prisons advisors cover other areas such as employment and training opportunities.

Meet at the Gates

Provides post-release support for prison leavers returning to London. Support workers meet their clients at the prison gate and offer help with accommodation and referrals to other support services.

Emergency housing support and private rented accommodation

Having somewhere safe and stable to live is essential for our clients to be able to move their lives forward. We offer a week-day emergency drop in housing support service for local homeless people at our Head Office in Camberwell. We also have a developing Private Rented Sector project which provides private rented accommodation for our clients.

Private Rented Sector Project

Housing support services

Running alongside our peer-based support is a housing casework service provided under the prison's Housing Information and Advice Service (HIAS) in partnership with St Mungo's. It offers advice on housing-related issues to both newly sentenced prisoners and those about to be released.

The services aim to support the resettlement of prisoners and reduce re-offending on release. These caseworkers work alongside our peer advisors and the prisons staff to provide prisoners with support.

For more information and leaflets on all the above, please visit www.stgilestrust.org.uk



Stonewall Housing - (Housing advice & support to lesbian, gay, bisexual and transgender)

We provide a free and confidential housing advice service to all LGB and T people of all ages in every London borough. Last year we were contacted by over 1200 people. It is the only service of its type in the UK and were awarded a legal service quality mark. The advice covers a range of issues such as homelessness, homophobic, biphobic and transphobic harassment, domestic abuse, forced marriage, immigration, landlord disputes, repossession, evictions, successions, referrals and rent deposit schemes.

The advice line is open every day. On Monday, Wednesday, Thursday and Friday, the line is open from 10am – 1pm. On Tuesday, from 2pm to 5pm.

Drop-in surgeries take place from 2pm -3.30pm at the following venues

- Monday: Contemporary Urban Centre, 13a Great Chapel Street, W1F 8FL
- Wednesday: Origin Housing, St Richards House, 110 Eversholt Street NW11BS
- Thursday: THT Lighthouse South, 14-15 Lower Marsh, Waterloo, SE1 1BS

All of these services are available to clients and residents who use local services.

Veterans' Support

Do you need help with the following?

- Advice on welfare benefits, including service pensions
- Housing Advice, and support with accessing accommodation
- Access to health



If you have ever served in the British Armed Forces, the Veterans' Support Service is here to support you and your dependants

VETERANS' SUPPORT SERVICE

Do you need help with the following:

- Advice on welfare benefits, including service pensions
- Housing advice and support with accessing accommodation
- Support with mental health issues, including PTSD
- Improving your physical health
- Getting into training, employment, and meaningful daytime activities
- Support with debt and money management
- Support around substance misuse problems

If you are a Veteran, a dependant of a Veteran, or you know a Veteran who is struggling, please give us a call; we may be able to help.

020 7385 2110

Emergency accommodation across London:

It is possible that if you become homeless you will not receive any assistance from the Local Authority, although you will receive advice. If you have been given an information pack from an officer of the Local Authority, it is likely that you would have been advised and assessed according to the relevant legislation. If you are told that you are 'not in Priority Need', this does not mean that the local authority does not recognise that you are homeless. It does however mean that the assistance you will receive will be limited. In order to prevent your street homelessness, please find below a list of hostels and day centre's which may be able to assist you.

Hostels across London

Please call ahead for opening hours and times of the different services. Many centers and hostels have restricted services over the holiday periods and year round most services are only offered at certain times. Some have restrictions regarding local connections.

235 Project

c/o 11 Alexandra Road, Wimbledon –tel 0203 274 4035
Intensive support for those who have been in drug rehab

Arbours Association

6 Church Lane , N8 7BU – tel 0208 340 7646
Those with low to medium mental Health needs

Causeway Irish Housing Association

c/o Haringey Irish Centre tel 0208 365 1751
Irish people by birth or descent age 18-31

Centrepont, 54 Dean Street, London, W1D 6AE

Tel: 020 7423 6805

Information: Hostel for young single people aged between 16 – 25. This is the Centrepont London Advice Centre number

Carr-Gomm – North London

Via local Authorities – call to see

Community Housing – Lexham House

North Kensington – tel 0208 969 8754
Mental Health – 18 – 65 forensic history accepted

ECHG Queen Mary MH Service

28 Greencoat place 0207976 6338
Homeless women with mental health needs
Priority given to local connection with Westminster

Equinox - Mitcham Park

Men with alcohol problems wishing to remain abstinent
0208646 0975 – Merton/Sutton connection applicants given preference

Equinox Womens Service

Women ex-offenders on a Statutory supervision order
Preference to those with a Camden connection – tel 0207 740 5785

Harrow Churches HA

16 Peterborough Road tel 0208 423 0373 or 0208 426 4995
Young single homeless age 16 - 24 with a Harrow connection

Hylem – Arthur West House

79 Fitzjohns Avenue NW3 6PA – tel 0207 435 8793
Age 18 – 45 working/studying in London

Hope House

49 Saltram Crescent W9 3js – tel 0208 969 3587 or 0208 964 4723
Women who have been through a detox and abstinent

Local 33 Church Triumphant

26 Mayflower Road SW9 9JZ – tel 0207 737 3107
Single homeless including ex-offenders, with no additional support needs who are prepared to engage in training, and people with drug problems who are prepared to attend rehab.

Metropolitan Support Trust –Gay Men’s Housing

For gay men escaping from DV or homophobic violence. Tel -0208 743 2165

MIND in Haringey

Tel 0208 341 1886 Priority for those with Haringey connection with mental health needs

Moulin House

24 – 26 Mount Park Road W5 2RT tel – 0208 997 4343
Students 18 – 25 year olds with low support needs – unable to accept those on benefits

Missionaries of Charity – Gift of Love – 112-116 St George’S road, SE1 6EU. Telephone- 020 7401 8378 OR 020 76201504.

Transport – Lambeth North or Elephant & Castle tube. Buses 12, 53, 18, 188, 344, C10.
Single homeless men aged 30-60with low support needs, particularly those who have been rough sleeping.

9.30-11.30am & 4pm-6pm daily. Does not accept referrals on a Thursday and only accepts applicants after an assessment by the Sister-in-Charge. Minimum stay is 1 night, maximum is 3 Months. No Alcohol or smoking allowed in the building. Must be in by 8.30pm and must leave the house between9.30am and 5pm. Visitors must leave by 8pm.

Missionaries of Charity – Home of Peace – 179 Bravington Road, W9 3AR Telephone 020 8962631.

Single homeless women 18-60 years, with no or very low support needs. Prefer applicants to have a local connection to the City of Westminster, but not essential. Will not accept women with a history of violence or women who are unable to care for themselves for themselves. Does not accept referrals on a Thursday. Phone to check vacancies between 8.30am – 11am & 2.30pm – 7pm. Proof of ID will be needed, average of 2 weeks stay. No Alcohol or Smoking allowed in the building and residents are expected to be out between 10am – 4pm and in by 9pm.

Mount Carmel

12 Aldrington Road, Streatham, SW16 1TH – tel 0208 769 7674
People with alcohol problems who wish to recover in abstinence.

Oak Lodge, Sisters Avenue Project and Project 85

c/o11 Alexandra Road, Wimbledon, SW19 7JZ – tel 0203 274 4035
Those with history of drug use who have completed a full detox or those who have completed stage one deto. Priority to those leaving Cranstoun Drug Service Rehab.

Religious of Mary Immaculate

15 – 16 Southwell Gardens, SW7 4RL – tel 0207 373 3869
Working woman 18 – 24

Richmond Fellowship – Amadeus House

18 Corfton Road, W5 2HT – tel 0208 997 8015
Age 18 – 45 with mental health issues

Servite Housing – Kemplay Road

c/o 48 Wandsworth Common Northside SW18 2SL tel 0208 871 3260
single women age 18 - 26

Salvation Army - Booth House

Tel: 020 7392 9490 (Male)

Information: Must be referred by Tower Hamlets Council and must be assessed as having a local connection to the borough. Information: 18-60 year olds

Salvation Army - Edward Alsop Court

Tel: 020 7233 0296 (Male)

Information: Must be referred by Westminster Council and must be assessed as having a local connection to the borough.

Salvation Army - Hopetown

Tel: 020 7364 7151

Information: Must be referred by Tower Hamlets Council and must be assessed as having a local connection to the borough.

Servite Houses – Park House

227 Earls Court Road – tel 0207 373 2851
Young women 18 – 30 in full time employment

SPEAR Hostel

Tel 020 8332 7382

Information: Must be referred by Richmond Upon Thames Council and must be assessed as having a local connection to the borough.

SPEAR Hostel

24 Kew Road – tel 0208 948 5564
Single homeless women

St Mungo's

Tel: 0208 762 5500

Information: Large charity across London with numerous hostels across south London. (Have to be referred by Outreach).

St Christopher's Fellowship, Lime Grove Resource Centre, 47 Lime Grove, W12 8EE

Tel: 020 8740 9182

Information: For young people and vulnerable adults.

Stonewall Hostel, 2A Leroy House, 436 Essex Road, London N1 3QP.

Tel: 020 7359 5767 Information: Hostel for single men from 16-25. This hostel is aimed at the gay community in particular – (see separate listing above for more information).

St Louise Hostel, 33 Medway Street London SW1P 2BE

Tel: 020 7222 2071

St Louise Hostel is a 94 bed direct access hostel for single women over the age of 21. The accommodation comprises single rooms, shared kitchens and bathrooms. Bedrooms are equipped with a bed, chest of drawers and wardrobe. Launderette, TV Lounge, 24 Hour Security. Applicants in receipt of benefits are welcome to apply.

Thames reach – Robertson Street

1a Daley Thompson Way - Tel : 0207 720 9505

Over 55's with chaotic, challenging behaviour and /or alcohol problems

The Arbour

47 Tooting Bec Gardens, Streatham, SW16 1RF – tel : 0208769 3444

Men 18 – 45 with alcohol/substance misuse problems. Placement funding required from relevant borough.

Thurston House

52 Rectory Grove, SW4 0EB – tel :0207 622 7833

Men recovering from alcohol/drug dependency – must have done 12 step primary treatment

Trinity Homeless Projects

17 – 18 Pownall Gardens, Hounslow TW3 1YW – tel 0208 737 6611 – for ex-offenders age 16 – 50 with local connection to Hounslow

Trinity Homeless Projects

1 Norwood Gardens, Hayes, Middlesex – tel 0208 797 9504 for homeless women

2 Barnhill Lane, Hayes, Middlesex tel 0208 797 9503 single men with connection to Hillingdon

The Marylebone Project - Bradbury House

Tel: 020 7262 3818

Information: Women only 18-59 years old. Not essential to have local connection although preferable.

Western Lodge

84 West Side, Clapham Common, SW4 9AY – tel 0207 228 1425

Single homeless men with local connection to Wandsworth

YMCA Accommodation

YMCA accommodation is usually available for those between the ages of 16-29 unless otherwise stated. Depending on demand each hostel may or may not require that you have a local connection to that area.

City YMCA: 2 Fann Street, London, EC2Y 8BR tel 0207628 0697 or 020 7382 5360

Any age – working or studying around City of London

Dagenham YMCA: 1-11 Vineries Close, Dagenham, Essex RM9 5DA

Tel: 020 8595 8672

Information: Hostel for men and women 18 - 25

Hornsey YMCA: 184 Tottenham Lane, Crouch End, London N8 8SG

Tel: 020 8342 5114

For young single homeless people aged 18-30, including ex-offenders, refugees and young people leaving care. Must have a connection to LB Haringey for at least 6 out of previous 12 months. Will not accept people with convictions for any serious offence including arson or rape.

Information: 18-30 year olds, must be referred by an agency such as Connexions.

Kingston & Wimbledon YMCA

6 Parsons Green, SW6 4TQ – tel – 0207 736 4878

Working people and students age 18 – 45

Reading YMCA: Marlborough House, Parkside Road, Reading, RG30 2DD

Tel: 0118 957 5746

Romford YMCA: Rush Green Road, Romford, Essex, RM7 0PH

Tel: 01708 766211

Information: Hostel for single young men and women with support needs aged 18-30

Slough YMCA: 30 Ladbroke Road, Slough, SL1 2SR
Tel: 01753 810 684

Waltham Forest YMCA: 642 Forest Road, Walthamstow, London, E17 3EF
Tel: 020 8509 4600
Information: Hostel for single young men and women with support needs aged 18-30

Watford and District YMCA: Charter House, Charter Place, Watford, Hertfordshire, WD17 2RT
Tel: 01923 353600

West Kent YMCA: Ryder House, 1-23 Belgrave Road, Tunbridge Wells, Kent, TN1 2BP
Tel: 01892 542209

West London YMCA: 45 St Mary's Road, Ealing, London, W5 5RE
Tel: 0300 1111 525

West London YMCA :Uxbridge Hillingdon Road
Tel 01895 813863

YMCA Thames Gateway: The Roundhouse, Overy Street, Dartford, DA1 1UP
Tel: 01322 220521

Day centres and other advice services across London that can help

As well as contacting the Council it can be very helpful to go to other local services that can give advice and support and make referrals to hostels or other support services.

999 Club – 21 Deptford Broadway, Deptford, SE8 4PA. Telephone 020 8691 7734, Deptford or New Cross Train stations, Deptford DLR, Buses 47, 53, 177, 225, X53

999 Club – All Saints, Monson Road, Newcross, SE14 6AH. Telephone 020 7732 0209. Monday to Fridays 10am – 5pm. Buses 21, 53, 172, 177, 225, X53, P3.

Church Army

Day center for homeless women
Address: 1-5 Cosway Street, London, NW1 5NR
Tel: 020 7262 3818
Until 12noon open for rough sleepers only.

London Irish Centre

Offer advice and assistance with various issues including benefits.
Address: 50-52 Camden Square, London, NW1 9XB
Tel: 020 7916 2222

Ace of Clubs

Mainly homeless people, others in need in the local community aged 16+ and unemployed people
Address: St Alphonsus Road, Clapham, SW4 7AS
Tel: 020 7720 2811

Manna Day Centre

Single homeless people and people in need.
Address: 6 Melior Street, London, SE1 3QP
Tel: 020 7403 1931
Can help with finding accommodation whilst attending centre.

The Spires Centre

For Homeless and Disadvantaged People
Address: 8 Tooting Bec Gardens, London, SW16 1RB
Tel: 020 8696 0943

Deptford Reach

Anyone over 16 who is vulnerable, disadvantaged, socially isolated, elderly excluded, homeless
Address: Speedwell Street, London, SE8 4AT
Tel: 020 8692 6548

West London Day Centre

Open each weekday morning 25+ only .
Can assist with benefits, food, clothing and counseling. Showers and a nurse on site.
Address: 134-136 Seymore Place, London, W1H 5DJ
Tel: 020 7569 5900

Broadway Day Centre

Provide a range of services from street to home for vulnerable individuals when they need it.
Address: Broadway Centre, Off Goldhawk Road, Shepherds Bush, London, W12 8EZ
Tel: 020 8735 5810

Vineyard Project

Mondays to Fridays is an open-access day centre for those in need of support.
Address: Congregational Church Crypt, The Vineyard, TW10 G1Q
Tel: 020 8940 2965

New Horizon Youth Centre

Work with vulnerable/homeless people aged between 16 - 21
Housing advice for young people, no restrictions and will work to resettle.
Address: 68 Charlton Street, NW1 1JR
Tel: 020 7388 5560

St Louise Hostel

130 beds in single and shared rooms. For women aged between 16 - 25
Address: 33 Medway Street, Westminster, SW1P 2BE
Tel: 020 7222 2071

Wayside Hostel

For women aged between 16 - 35
42 Croydon Road, Reigate, Surrey, RH2 0PQ
Tel: 01737 248304

Homelessness & Housing charities/organisations and agencies

Shelter – England.shelter.org.uk 24 hour helpline 0808 800 4444

In addition to its campaigning work, shelter runs a network of housing aid centres. They can provide advice & advocacy on all areas of housing law, Including homelessness, allocation of housing and security of tenure. Shelter also has access to hostel information including emergency accommodation & direct access hostels

Thames Reach – www.thamesreach.org.uk

An agency for homeless people in London.

CRASH – www.crash.org.uk

The UK construction industry Charity for helping homeless people

National Homeless Alliance - www.home-all.org

This organisation works with over 100 organisations in helping homeless people by providing them with information, advice and research.

St Mungos – www.stmungos.org.uk

A homelessness organisation with an abundance of links to 1000's of organisations, facts, services and info about their project.

Federation of black housing organisations (FBHO) www.fbho.org.uk

Telephone 020 7388 1560, 137 Euston Road, London, NW1 2AA.

Building a vibrant & dynamic black and minority ethnic social housing.

Housing mobility and exchange services (HOMES) www.homes.org.uk

0845 080 1089. 242 Vauxhall Bridge, London, SW1V 1AU.

An organisation which works with local authorities and registered social landlords throughout the UK, offering a range of services that help people move including tenants with special needs or disabilities.

Housing Services Agency (HAS) 020 7284 0293

140 Camden Street, London, NW1 9PF.

Promotes and carries out effective resettlement of single homeless people.

NACRO - Resettlement Advice Service

Nacro's Resettlement Advice Service reopened on Monday 3 September, providing quality information, expert advice and advocacy support. You will still be able to find answers to our most frequently asked questions and further advice on our website. You can also find basic information and advice about criminal records and disclosures on the Direct.Gov website.

Enquirers who are unable to find the answer to their questions on our website, can now call us on 0207 840 7200 - dialing Option 2 followed by Option 1.

The new Resettlement Advice Service will provide a number of specialist services including:

- The UK's only dedicated confidential helpline and online service providing expert advice and advocacy to serving prisoners, former prisoners and others facing severe barriers in various aspects of their lives as a result of their former offending.
- expert advice, training and strategic support to employers, educational establishments and other organisations working with ex-offenders, including risk assessment support for organisations seeking to employ or admit individuals with a criminal record, and Work Programme Contractors seeking to place ex-offenders into sustainable employment.
- a personalised research service, based on a unique national service level database which helps family professionals locate suitable housing, employment and other vital resettlement services for people leaving prison and relocating to different areas of the country.



What do I do if I become street homeless?

London Street Rescue helps rough sleepers off the streets and into accommodation.

If you are sleeping rough, you can call us on **0870 383 3333**.

About London Street Rescue

Every night of the year, we are out and about across the capital, acting as a safety net for some of society's most vulnerable men and women.

Our teams of outreach workers and volunteers find and engage with rough sleepers in a bid to help them off the streets.

We provide practical assistance, including:

- Help into emergency accommodation.
- Help into hostel accommodation/private. rented/The Clearing house/Supported housing.
- Help with ID and benefits.
- information and advice about support services.
- Assistance with linking in with health services.
- Street Rescue outreach workers prepare for a shift.

London Street Rescue helps people of all ages and with many different needs. These include people with poor mental or physical health and those with drug or alcohol problems.

Our teams are there for people who are not getting the services they need and are unlikely to seek help for themselves.

London Street Rescue's actions can act as a catalyst for change in people's lives. Getting rough sleepers into accommodation is often the first step towards them getting back on track and having a home of their own.

Our teams refuse to give up on people. We will work with individuals for as long as it takes to help them move away from a street lifestyle, no matter how complex their needs.

People sleeping rough are very vulnerable to the dangers of the streets. The actions of London Street Rescue can save lives.

Information taken from <http://www.thamesreach.org.uk/what-we-do/on-the-street/>



0870 383 3333

The No Second Night Out (NSNO) project was launched on **1 April 2011** as a pilot project aimed at ensuring those who find themselves sleeping rough in central London for the first time need not spend a second night on the streets.

Each week about 50 people are seen rough sleeping for the first time in London. Many of them are new to the capital. Our aim is to ensure there is a rapid response to new rough sleepers, and that they are provided an offer that means they do not have to sleep out for a second night. Other projects exist to support those already rough sleeping and living on the streets.

The Mayor of London has committed to end rough sleeping in London. To deliver this commitment he established the London Delivery Board (LDB) – a partnership body chaired by the Mayor’s Housing Advisor that brings together central London boroughs, government departments, the voluntary sector and key stakeholders. The outcome the LDB is seeking to deliver is that by the end of 2012 no one will live on the streets of London and no individual arriving on the streets will sleep out for a second night.

No Second Night Out began as a pilot project on the 1st April 2011 and operates across ten central boroughs represented on the LDB. From 1st June 2012 it is rolling out to all London boroughs.

No Second Night Out Assessment Hub

Name of Project No Second Night Out Assessment Hub

Project Type Housing Advice and Support

Region London

Description No Second Night Out is a pilot project focused on ensuring there is a rapid response to new rough sleepers, and will provide an offer that means they do not have to sleep out for a second night. Referrals by the public are welcome.

Client Age Group All ages

Opening Hours 24-hour reception

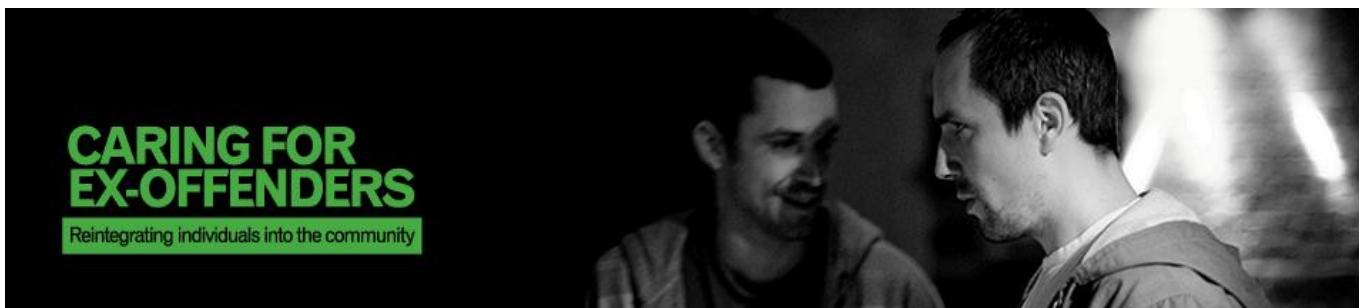
Address Camden
London

Telephone 020 7837 0970

Fax 020 7713 8034

Main Contact Becky Green

Website <http://www.nosecondnightout.org.uk>



CARING FOR EX-OFFENDERS

Reintegrating individuals into the community

Information for Probation

Caring for Ex-Offenders provides a free and local service for ex-offenders to aid them in successful resettlement back into society and the subsequent reduction in risk of re-offending that follows. Our service is available to anyone about to be released from prison, recently released, or currently serving a community sentence; for the purpose of ease I refer to all the afore mentioned as ex-offenders throughout this document.

We link ex-offenders to a local CFEO community that provides the ex-offender with a mentor and a team of supportive volunteers who can aid them in successful resettlement. The mentor is there to help address attitudes and behavior and work towards change, setting goals and seeing them through. The rest of the community's team are there for any other needs that may arise, such as the need for accommodation, help with addiction problems, finding employment or education, filling out forms, improving family relationships, or simply friendship and a supportive community of people.

These may be fulfilled through the community's own programmes and facilities (some of our communities run employability schemes, debt advice centres, addiction recovery programs or supported housing facilities for ex-offenders), or for those that don't through signposting the ex-offender to the appropriate local agencies or charities that can help them according to their individual needs.

Through this support and regular mentoring over an extended period of time strong positive relationships are developed, combined with help with practical needs this process reduces the risk of reoffending by increasing the chance of successful resettlement. Essentially CFEO communities are there to facilitate the 7 pathways being effectively in place in an individual's life.

CFEO communities are local churches but this does not dictate the character of the individual we refer; they can be of any faith, or none, and the communities are committed to helping referrals regardless of their beliefs. This nonetheless adds another dimension to the support that can be given as these communities can aid ex-offenders spiritually if necessary.

Contact Us

If you have any questions regarding Caring for Offenders please do get in touch:

E-mail:

info@caringforexoffenders.org

Post: Caring for Ex-Offenders, Holy Trinity Brompton, Brompton Road, London, SW7 1JA

Phone: 020 7052 0332

Keep up to date with Caring for Ex work, news, training events, and more at our website www.caringforexoffenders.org Here you can also download resources, including our Referral and Church Registration forms. via the website.

Process details:

The referral process begins with the initial contact between the individual wishing to be linked to a CFEO community and our central office, and then proceeds as follows:

1. An ex-offender who wishes to be linked to a CFEO community to get help with resettlement and societal reintegration completes one of our referral forms.
2. We obtain risk assessments relating to the individual concerned. For those still serving a prison sentence this will usually be from a Chaplain or Resettlement Officer and we will always obtain one from their Probation Officer.
3. We then contact a CFEO community on our network located in a suitable place for the ex-offender; preferably within a mile of where they are living or relocating to, and always within a reasonable travelling distance via public transport. We ask the community if they are in a position at that time to support the individual.
4. If they agree, we then pass on the ex-offender's details; including their risk assessments in order for the community to put in place any relevant safety precautions such as safe guards relating to interaction with children or vulnerable adults if necessary. If not, we try another community on our network until we find one that can offer appropriate support. We also inform the ex-offender that they have been linked to a community and provide them with their assigned mentor's name.
5. If the individual is still in prison then a member of the community's CFEO team contacts them whilst they are still in prison, visits if possible, and on release personally meets them at the gate; if the individual has already been released, or serving a community sentence, then the process jumps to point 6.
6. The mentor then meets with the ex-offender regularly and organises any help they may need from the wider CFEO team; such as help with job applications or benefit forms, help with addiction problems, or finding relevant help if none is available from within the community, etc. The Caring for Ex-Offenders staff are also available to answer queries and assist in any way possible.
7. CFEO contacts the mentor at intervals to assess the progress of the relationship and check if they need any further support. We can then update the prison staff and/or probation if they wish to hear how the individual is doing.

Community Training: CFEO communities often have experience of working with ex-offenders before joining our network but for those who don't, or who need additional equipping, we offer two forms of training in order to equip communities:

1 - CFEO training:

- § Setting up a CFEO Team
- § Relationship Building
- § Working with High Risk and Sex Offenders
- § Working with Statutory Organisations
- § Risk Management
- § Volunteer Supervision and Safeguarding

2 - Mentor training (Mentoring and Befriending Foundation accredited):

- § Communication Skills
- § Boundaries and Risk
- § Understanding Ex-offenders
- § If you have any further questions about CFEO, require additional details, or a copy of our referral forms then please do get in touch.

WHAT SUPPORT IS THERE FOR PEOPLE WITH NO RECOURSE TO PUBLIC FUNDS?

No recourse to public funds (NRPF) refers to people who are not entitled to access certain public services in this country. People with NRPF are those who are subject to immigration control and have no entitlement to welfare benefits, to Home Office asylum support for asylum seekers, or to public housing. NRPF includes:

Refused asylum seekers whose appeal rights are exhausted, people who have overstayed their visas, people on sponsorship visas, such as spousal visas.

Overseas visitors, people on student visas and other irregular migrants.

Some unemployed migrants from Central and Eastern Europe may also have NRPF.

Individuals with NRPF who become homeless have very few avenues for support that are accessible to them, and some may face destitution.

The Housing rights website at www.housing-rights.info/index.php gives information for recent arrivals in England for advisers about entitlements to housing, based on people's immigration status.

Homeless Link's website has information about entitlements to support at www.homeless.org.uk and guidance or organisations seeking to support individuals with no recourse to public funds.

Getting help

The regulations governing access to public services and funds is complex so it is important to get advice on individual circumstances as soon as possible. Day centres, CABx and local services for refugees and asylum seekers listed on Homeless London can provide advice on the limited accommodation and support options available for people with NRPF. Very few hostels or supported accommodation services can accept people with NRPF.

Homeless London has information about support for Central and Eastern Europeans - details available on www.homelesslondon.org/details.asp?id=QA65

Missionaries of Charity runs two emergency night shelters in London (one for men aged 30+ and one for women) that offer short term accommodation for those with nowhere else to stay and have no support needs. Some winter shelters that open during the cold weather may be able to accept people with NRPF. All these shelters are usually full and have few vacancies.

Returning to country of origin

The International Organisation for Migration (IOM) runs a voluntary return scheme (Voluntary Assisted Return and Reintegration Programme) details at www.homeless.org.uk to assist non-EEA nationals who have been in the asylum system at any stage (applying, appealing or refused) and who wish to return to their country of origin. IOM also runs a voluntary return assistance scheme for families and children (Assisted Voluntary Return or Families and Children)

Children & families Across Borders – www.cab.uk.net - can also assist vulnerable people to return home. Routes Home website – www.routeshome.org.uk - gives practical guidance for outreach staff and others involved in reconnecting Central and Eastern Europeans sleeping rough back to their home country.

Taken from Homelesslondon.org website – accessed September 2012

Support, hostels and housing projects in Redbridge (see also list of emergency accommodation on page 26).

Although there are several longer term hostels and housing projects for single homeless people in London most of them do not accept self-referrals and they may not have very frequent vacancies. Before contacting any hostels or housing projects do check in the information about them to see whether they will accept self-referrals or if you would need to be referred by an agency such as the local council.



Stonham – Home Group

Stonham - North East London

Referral address

c/o Octavia House
50 Banner Street
London
EC1Y 8ST

Phone: 020 8521 6864 **Website:** www.stonham.org.uk

Who the project is for:

Single low risk ex-offenders who are homeless/in insecure housing, with links to the 5 London Probation Board (North East Area) boroughs, and low to medium support needs. Can also accept ex-offenders with drug or alcohol problems. Will not accept: Those who would pose a risk to staff or other residents.

Referral agencies:

Only accept direct referrals from Probation offices. Applicants can be considered from any London borough.

Referral procedure:

Must be on some form of statutory order at time of referral. Waiting list of several months.

Staffing and support :

4 staff based at central office, emergency on-call system. Weekly keywork sessions to discuss areas of concern and access services such as counselling, drug or alcohol projects. Support plans agreed with resident and Probation, and reviewed every 3 months. Intensive housing management including advice and assistance with benefits, training, education, employment, budgeting and life skills.

Access to move-on:

All residents offered practical and personal support in preparing for independent living. Outreach visits if required for up to 3 months after the move. Have local authority nominations.

Accommodation:

16 in 1-bed and 2-bed flats.

Established by a group of homeless people SHP began with one property in Pimlico in 1977. Today the charity works with 5,000 people a year across 17 London boroughs, providing a wide range of accommodation and community based support services to help clients maintain their own tenancies, promote independent living, social and economic wellbeing and greater inclusion in the wider community.

Prolific and Priority Offenders (PPO) Support Service

Redbridge PPO Floating Support service provides support to for clients to comply with criminal justice orders such as DRRs, ASBOs, and probation licenses.

We also help clients and sustain statutory and voluntary substance treatment and resettlement support.

PPO Floating Support Service Aims - The service aims to:

- To reduce re-offending amongst vulnerable people who are priority prolific offenders through the provision of floating support that focuses on the prevention of homelessness, income maximisation, independence and crime prevention.
- Delivering support with the aim of improving the quality of life and opportunities available to PPO clients and reducing the circumstances that lead to offending.
- Support clients to develop skills, access education, employment and training and other meaningful activities.
- Assist in accessing welfare benefits entitlements, including housing benefit.

PPO Floating Support Referral Criteria - The service is for:

- Designated or borderline PPO clients
- Residents of Barking and Dagenham, Redbridge, Hackney, Havering, Waltham Forest or tower hamlets – either living in the community (in any tenure including of no fixed abode) or in custody
- People aged 16 or above
- People with a Demonstrate need for housing related support to help enable access to housing, set up or prevent the loss of their accommodation and independence
- People willing to engage with the service
- People who have one or more specialist need indentified by the service.

The service supports the following PPO or borderline PPO clients with:

- Mental Health needs
- Substance dependency
- Dual diagnosis
- Long-term medical condition
- History of repeated unplanned loss of accommodation
- Rough sleepers
- At risk of re-offending
- Lack of social skills
- In need of ETE

Enquiries relating to referrals should be directed to the service manager on 0208 478 8532

Jason Lee House

Jason Lee House (JLH) is an 18 bed project providing temporary and, in some cases, longer term accommodation for homeless people who may have needs relating to mental ill health, drugs and alcohol use.

The service aims to:

- Provide specialist and high-level interventions for clients
- Ensure that clients have access to primary healthcare service and appropriate specialist services such as drug treatment or mental health
- Assist clients to access and sustain learning and achievement opportunities
- Work in partnership with external agencies to provide the best opportunities and choices for clients
- Assess all guests and provide advice and information around future housing options including making referrals into longer-term supported housing, private rented accommodation and, in some cases, priority need status.

This service is for:

- People who are single, homeless, over 18 and in need of 24-hour support
- People who are currently street homeless
- People engaged in street-based activity
- People who may be at risk of ASBOs and offending
- People with ongoing needs in relation to drug and alcohol usage
- People with low-level mental ill health

Referrals are only accepted from:

- The welcome centre, Ilford - 0208 220 4111
- Street Rescue teams - 0870 383 3333
- Redbridge Housing Aid Centre - 0208 708 4002

It is advisable to contact the project prior to making a referral in order to ensure their eligibility.

The project comprises 18 single rooms, with shared bathrooms and communal lounge and dining room. The rooms are separated onto three floors, however there is no lift

Redbridge Stepdown Floating Support

Floating Support - Substance Misuse

Redbridge Stepdown provides support services to adults with substance misuse problems as they move on from residential rehabilitation services and return to the borough of Redbridge.

Redbridge Street Outreach Team (SORT)

Working in partnership with the London Borough of Redbridge, SHP has developed a street outreach team to reach rough sleepers across the whole borough.

We aim to locate and assess clients within 24-48 hours, and, where possible, access accommodation and access to support agencies to assist clients off the streets and break the cycle of street homelessness.

The service aims to:

- Reduce rough sleeping in Redbridge
- Ensure that anyone sleeping rough in is recorded as doing so and therefore able to access specific services for people with a history of rough sleeping
- Assist residents to access and sustain learning and achievement opportunities
- Work in partnership with external agencies to provide the best opportunities and choices for residents
- Research and explore locations where people might be sleeping rough (such as through street counts, hotspot counts and feedback from the public and other agencies).

Redbridge SORT Referral Information

People can refer themselves to this service, and we also welcome referrals from members of the public, shopkeepers, bus drivers, ambulance crews, Police, custody officers, support agencies - anyone who is concerned about someone they think is sleeping rough.

When making a referral, the more information you can provide the more chance we have of being able to make the correct intervention on the first occasion. Useful information for us to know includes:

- Location seen bedded down - times seen
- Location seen during the day time - time seen
- Language spoken if known
- Description of the person
- If known to be begging or street drinking
- Any known risks associated with the person or location
- If the person is alone or with others

How can referrals be made?

Please call us on 0870 383 3333 or email redbridgesort@shp.org.uk

What will be done once a referral is made?

Redbridge SORT will arrange to come out and look for the person. We will carry out an assessment with them and make referrals to appropriate support services including:

- Housing Advice
- Day Centres
- Health
- Benefits
- Drug / Alcohol services
- Hostels
- ColdWeather Shelters / SWEP provisions

Redbridge Fuchsia

The service aims to:

- To help clients access education, training and employment opportunities - including accredited qualifications, work placements and jobs
- To promote the development of social skills and peer mentoring relationships, improving self-esteem and recovery
- To provide structured support with substance recovery, minimising harm and preventing relapse
- To support clients with community sentences to adhere to their terms
- To ensure that clients have the full support they need, and that agencies work together effectively to provide it.

Redbridge Fuchsia Referral Criteria

This service is for people who are residents in Redbridge and are:

- Accessing secondary mental health services
- On a community order or licence
- A care leaver aged 19.

Referrals will be prioritised according to the applicant's readiness, suitability and need to access support, to develop learning opportunities or to minimise harm and prevent relapse.

It is advisable to contact the service prior to making a referral in order to ensure the service can meet the needs of the potential referral.

Enquiries for all of the SHP services above may be made by telephoning 0208 478 8532
Further information can be found on their website - <http://www.shp.org.uk>



Redbridge and Waltham Forest - Supported living & rehabilitation

Project information and referral call – 0207 281 1557

This service provides accommodation-based support for 8 male ex-offenders. Our resettlement support worker provides assistance with accessing activities and programmes to address their problem use of drugs and alcohol. They can also sign-post to Mental Health services, and services that can help improve people's life chances through education, training and employment.

This project provides intensive support for adult males as they adjust to life and help find re-entry routes into society. The project provides transitional housing that combines a place to stay with other services such as job counselling and search, motivational techniques, behavioural therapies, rethink programmes; all of which are key to helping ex-offenders change their lives.

Referrals route via Redbridge Offender Managers

Penrose | 356 Holloway Road, London N7 6PA | Head Office 020 7697 4200 | enquiries@penrose.org.uk